Queens Region
Health and
Community
Services

Annual Report
2000/2001

Table of Contents

Board Chair & Chief Executive Officer's Report 1

Board Members 2

Organizational Chart 3

Mission, Vision & Values 4

Our Goals 5

Achieving Our Goals 6

Division Reports

- Acute Care and Mental Health 8
- Child and Family Services 13
- Continuing Care 15
- Community Services 18
- Income Support 28
- Provincial Pharmacy 31
- Human Resources 33
- Finance and Corporate Services 35
- Program Support and Planning 36

Financial Report 37

Board Chair & Chief Executive Officer's Report

This report is being written at an exciting time for the Queens Health Region. Over the past year we have been working hard at the day-to-day business of providing high-quality health and community services. At the same time, we have been collaborating with the Department of Health, other Health Regions and the community on the development of a Health System Strategic Plan. This System plan will be the jumping off point for the creation of a new strategic plan for Queens Region, complete with the strategies that will take us even further toward achieving our goals.

Our organization is responsible for the coordination of health and community services in the Queens Region. We are also in the unique position of providing provincial services for all Islanders. Ours is an integrated health system, built on a foundation of partnerships. Our Board is representative of the community, and has become even stronger with the addition of elected members. The next step is to reach farther out into the community, further defining our clients and ensuring we are providing programs and services to meet their needs. In order to improve our system it is important to understand its many facets and to plan for the future.

Our recent Accreditation process was a valuable experience for our Board, staff, physicians, volunteers and clients. We learned a lot about what we are doing well, and gained greater understanding of areas needing further development. Our various Quality Teams across the Region are continuing their work to identify opportunities to build on our successes and make improvements where required.

Although we continue to face challenges we are fortunate to have also experienced many successes. In partnership with the Department of Health and others we have attracted new physicians and nurses to the Region, along with other much needed professionals such as social workers and pharmacists. This work will continue and we look forward to working with our partners to ensure we attract new health and social service providers, while at the same time fostering a healthy workplace that remains attractive to our current staff and physicians.

In 2001 we had many opportunities to celebrate the hundreds of volunteers who are critical to the success of our organization. At events across the Region, volunteers were honoured for their daily, tireless contributions to the health of their community.

Our appreciation also goes to each of the board members who have spent countless hours working on behalf of the residents of our Region. Board members will be leading the charge as we take our next steps toward a health system that truly reflects the needs of its citizen.

This work will be shared with those that deliver our programs and services. In November 2000 we welcomed a new CEO to lead our team. The staff and physicians of the Queens Health Region are incredibly talented and devoted to their clients, patients and colleagues. Thank you to each and everyone one of you.

We encourage you to join with us as we work to improve health and community services in our Region - as a volunteer, by attending our Annual Meeting, participating in a focus group, sharing your views with a board member, or by simply learning more about how each of us has a role to play in ensuring the long-term health of our citizens and community. The health system is an ever-changing, evolving world. We look forward to working together toward achieving our common goals.

Sylvia Poirier,
Board Chair

Syliva Barron
Chief Executive Officer

Board Members

The Queens Region Health and Community Services Board was established in 1996 as an appointed board mandated to set expectations for outcomes that help achieve a healthy community, as well as direction for how the Region operates as an organization.

One of the Board's main responsibilities is ensuring the Region provides quality services to the community. It is not the role of the board to get involved in the day-to-day operations of the organization. Rather, the Board sets policies with the expectation that the CEO and managers will identify how to achieve quality service and report back to the board. To do its work, the Board meets at least once a month, and sometimes more often depending on the issues.

In 1999, the board structure changed to include both elected and appointed community members, who ensure a link exists between the health region and community. Elected members represent one of five Regional Zones, while appointed members are members at large. There are currently nine members: (Zone Three to be elected in November 2001)

- **Sylvia Poirier, Chair**
  Zone One

- **Dr. Leon Loucks, Vice Chair**
  Zone Five

- **Dr. Don Clark**
  Appointed

- **Kirsten Connor**
  Zone Four

- **Judy Gillis**
  Appointed

- **Dr. Bob Johnson**
  Appointed

- **Doug MacDonald**
  Zone Two

- **Dr. David McKenna**
  Appointed

- **Allan Stewart**
  Appointed

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Organizational Chart

Mission, Vision & Values

MISSION

Provides a broad range of supports and services from prevention to treatment to rehabilitation.

The Region, with communities, will strengthen the health and well being of the people through the appropriate, effective and efficient use of available resources, while encouraging and promoting self reliance.

OUR VISION

The health of the people in the Queens Region will continue to improve. This will be achieved by a shared responsibility between the Region and the community. We are working to achieve a more supportive environment where individuals, families and communities will have access to information to make healthy choices about their lives.

Our organizations will:

- Assure that Quality health services are available to people who need them
- Assure that staff work in an environment of respect, dignity and recognition for their work
- Have a greater emphasis on illness prevention and health promotion
- Encourage excellence in the work of the organization
- Make informed decisions based on an ongoing review of the needs of the community.

OUR VALUES

The Queens Region values all individuals, families and communities. Honesty, integrity and respect will guide us in our relationships with each other and the public.

- We promote quality in what we do
- We value and support the efforts, skills and dedication and ongoing development of staff, volunteers and physicians
- We believe the people we serve are the focus of our work
- We value the contributions of community individuals and groups in enhancing the health of the people in the Region
- We believe available resources must be used appropriately, effectively and efficiently.
- We promote innovation, open communication and team work
- We believe the future must be built on the excellence of the past
- We believe that individuals, families and communities have a shared responsibility with the Queens Region to maintain and enhance their health and well being. We will work with them in a climate of mutual trust.

Our Goals

To deliver effective services and programs based on community needs

To foster a stimulating and challenging work environment
where all people enjoy working

To promote effective approaches that focus on health promotion,
illness prevention and earlier intervention

To promote and recognize the contributions and input of the community

To use our resources in the most efficient way

Achieving Our Goals

- **To deliver effective services and programs based on community needs**
  - Regional participation in the development of the Disability Support Program, a client-centered approach to delivering supports
  - Community Nutrition partners with Community Mental Health to help clients with eating disorders
  - Expansion of Four Neighbourhoods Community Health Centre to include physician and nurse services
  - Provincial Pharmacy services now accessible in client's home community
  - Public Health Nursing Cardiac Follow-Up Program support clients in the community
  - Mammography screening program reaches the highest percentage of target population in Canada

- **To foster a stimulating and challenging work environment where all people enjoy working**
  - Regional nursing staff participate in new and on-going clinical education opportunities and certification
  - Monthly newsletters help keep staff informed
  - Several staff appreciation events held, including Christmas Reception and Staff & Physician Appreciations Picnic
  - Hundreds of long serving employees recognized at Service Recognition Awards.
  - Continuing Care Division implements a new Safe Manual Handling Program to reduce injuries and support front line staff
  - Regional Divisions develop Occupational Health and Safety Programs & Committees to focus on health promotion among staff
  - Region works with partners to support Physician and Nursing Recruitment Strategies
  - Lifestyle Awareness Program delivers fitness, stress management and nutrition information to hundreds of staff members

- **To promote effective approaches that focus on health promotion, illness prevention and earlier intervention**
  - Roots of Empathy Program introduces elementary school children to early childhood development concepts
  - Child and Family Services offers parenting programs to support parents
  - Children's Dental Program Risk Assessment Initiative offers preventative dental health screening to 15 and 18-month-old children across the Island
  - Region partners with the Eastern School District to deliver programs such as Graduation Is For Teen Moms, Multi-Agency Support Teams and other collaborative efforts to help young people stay in school and reach their full potential
  - Environmental Health works with private individuals and business to ensure safe water in our communities
  - Individual nutritional counseling provided to women experiencing a high-risk pregnancy

- **To promote and recognize the contributions and input of the community**
  - Hundreds of Queens Region volunteers are honoured at Year of the Volunteer recognition events around the Region, including the Queen Elizabeth Hospital, Beach Grove Home, Prince Edward Home, Hillsborough Hospital and Four Neighbourhoods Community Health Centre
  - Housing Services implements its first-ever Resident Survey which reveals a high level of resident satisfaction
  - Many clients and patients participate in Queens Region Accreditation process as representatives on Accreditation Teams and interview participants
  - Patient Discharge Surveys reveal 98% satisfaction rate at Queen Elizabeth Hospital
  - The Queen Elizabeth Hospital Auxiliary celebrates its 20th Anniversary of fundraising and providing support to patients and staff
  - Queens Region Seniors Advisory Group provides input and recommendations on issues facing the senior community

- **To use our resources in the most efficient way**
  - Provincial Diabetes Program offers in-services for health professionals across Prince Edward Island
  - Queens Region participates in development of the Program Indicator Project which will examine program outcomes
  - Queens Region Board and staff collaborate on the creation of a Health System Strategic Plan and host public consultation session
  - Accreditation Process involves hundreds of staff members in several months of self-evaluation and a survey by Accreditation Team from the Canadian Council on Health Services Accreditation
  - Regional and Divisional Quality Councils examine programs and services to ensure quality and make improvements
  - Participation with Veterans Affairs Canada on the Integrated Services for Seniors and Veterans Program, with the goal of simplifying access to services and improving coordination among services

Division Reports

Acute Care & Mental Health

ACUTE CARE

The mission of Acute Care is to provide an appropriate range of acute care hospital services for the people of the Queens Region; and to serve as the major referral centre for specialized hospital services in an integrated health care system for Prince Edward Island.

Highlights

- Addition of MRI and Linear Accelerator announced for hospital, staff work with partners to plan expansion.
- Participation on Heart Beat 2000 Project radio campaign, educating the public about the importance of coming to the hospital at the first signs of heart attack.
- Operating Room rescheduling project results in dramatically reduced waiting time for surgery.

Programs

QUEEN ELIZABETH HOSPITAL

The Queen Elizabeth Hospital is a 277-bed acute care facility that provides both community services to Queens Region and speciality services provincially. The hospital has a range of services and programs that support both inpatient and outpatient care:

- Emergency Department and Outpatients
- Surgical Services
- Ambulatory Care and Inpatient Services
- Support Services

It is estimated that 50% of the inpatient beds support provincial services.

Medical, Surgical and Nursing Services as reflected in the physician complement includes:

- Burn Care
- Coronary Care
- Dialysis
- Psychiatry
- Organ Donor Retrieval Program
- Inpatient Oncology Services
- Rehabilitation services - Physiotherapy, Occupational Therapy, Speech, Orthotics and Prosthetics
- Vascular Services
- Major Orthopedic surgery such as Joint Replacements
- Specialized gynecological surgery
- Eye surgery

- Urological Surgery
- Plastic Surgery
- Clinical Nurse Specialist - Oncology/Palliation
- Enterostomal Therapy - colostomy care
- Neonatal Intensive Care Unit provides care to babies 34 weeks gestation and older

Other Provincial Services:

- Incineration of biomedical waste
- Medical and electronic equipment repair
- Ambulatory Pediatric services including visiting specialist clinics
- Stress testing
- Pulmonary Function Testing
- Full scale respiratory therapy services
- Staff development extension programs to Island hospitals and Long-Term Care facilities
- Student training for a number of disciplines (medicine, RN, LNA, Physiotherapy, Occupational Therapy, Pharmacy, Social Work, Speech, Emergency Medicine Technology, variety of Holland College on the job training students)
- School of Radiography
- Dietetic Internship Program
- Library and reference services
- Gas sterilization of instruments and supplies
- Laboratory Medicine
- Diagnostic Imaging
- Cancer Treatment Centre

Indicators

	1999/2000	2000/2001
Admissions	10118	10089
Births	1008	900
Average Length of Stay	7.9 days	8 days
Patient Days	84859	80955
Medical Staff	102 Physicians	105 Physicians
Employees	1364	1373
Volunteer Hours of Duty	24299	24503
Outpatient Clinic Visits	8971	8729

Physical Medicine Outpatient Clinic Visits	11655	11280
Prescriptions Filled	218962	226591
Emergency Department Visits	42879	43998
Endoscopy Procedures	3029	2823
Vascular Lab Assessments	2151	2265
IWK Specialty Clinic Patients	795	796
Operating Room Procedures	8292	8291
Radiography	50492	52310
Ultrasound	9432	9608
Computed Tomography	10519	11677
Nuclear Medicine	4601	5114
Mammography	3200	8316
Laboratory Medicine Tests	869963	80372

MENTAL HEALTH

The mission of Mental Health is to assist in the improvement of mental health through quality mental health services, promotion of a better understanding of mental health/illness and development of early intervention/treatment, prevention and promotion activities.

Highlights

- Psychiatrists recruited, including Child and Adolescent specialists.
- Hundreds attend Eating Disorder Conference hosted by Region featuring nationally renowned speakers.
- Mental Health Crisis Response piloted, with psychiatric nurses providing a quick response and an enhanced mental health/psychiatric assessment and referral service.

Programs

Mental Health Services has three main sections:

- Community Maintenance Program which focuses on aftercare services, discharge planning and follow-up;
- Community Mental Health Teams who provide services on a regional basis with one mental health team in each county; and
- Hillsborough Hospital which provides assessment and tertiary care services to persons who are suffering from mental health disorders.

HILLSBOROUGH HOSPITAL

As the provincial in-patient psychiatric facility, Hillsborough Hospital's mission is to offer specialized acute and long-term treatment and rehabilitation to the people of Prince Edward Island who have enduring mental illness, persons with mental handicaps and psychogeriatric patients. In addition the Hospital provides day services to former patients. The major specialized services offered include:

- assessment/admission/acute and sub-acute treatment and management
- behavioural management
- rehabilitation/life skills
- domiciliary nursing assessments
- psychogeriatric services

MCGILL COMMUNITY MENTAL HEALTH PROGRAM

This program provides a variety of services to individuals who require more than an outpatient service, but do not require hospitalization. Services include treatment, group therapy, one-on-one therapy, long-term injections of antipsychotic medications.

RICHMOND CENTRE

The mandate of the Richmond Centre is to provide a broad range of community-based mental health services to individuals, families, groups, and communities. The mental health teams are established under a multi-disciplinary model with professionals from the disciplines of nursing, psychology, social work, and psychiatry.

SHERWOOD HOME
Provides residential, development day programs, and respite care services for developmental and physically handicapped children and adults. It has 16 beds.

QEH UNIT 9
Unit 9 admits clients from the province who present with acute psychiatric symptoms and require voluntary or involuntary status for 24-hour inpatient, short-term assessment and treatment. Unit 9 provides services for both adult and adolescents populations. There are 17 adult, 3 assessment, and 3 adolescent beds.

Indicators

	1999/2000	2000/2001
QEH Unit 9		
Admissions	459	470
Emergency Department Consultations	321	N/A
Consultations on Other Units	208	N/A
Richmond Centre		
Caseload	2026	1885
Referrals	1571	2007
Average Number of New Admissions Per Month	131	105
Percentage of Clients Under 18	25%	25%
Travelling Clinics with Child/Adolescent Psychiatrist	54	50
Telepsychiatry Consultation	20	19
McGill Centre		
Referrals	444	318
New Cases	210	144
Cases Closed	249	227

Child And Family Services

The mission of Child and Family Services is to ensure the most vulnerable are cared for and protected; and to work in partnership with families and communities to provide children and youth with comprehensive quality health and community services which emphasize promotion, prevention and earlier intervention.

Highlights

- Quality Council established.
- Human Resources working committee established to advise management.
- Establishment of Case Management working committee to provide advice on improved service delivery.
- Development of public education campaign and establishment of Community Relations committee.

Programs

A legislated mandate directs the division to protect children and youth from abuse, neglect and abandonment. The client population is comprised of community referrals of children at risk, as well as parents making self-referrals. Child and Family Services' client population experiences every manner of social, emotional and behavioural difficulties.

In the Queens Region there is a high incidence of single parents living in poverty with substance abuse issues. Frequent referrals come from the Education system regarding children with learning difficulties expressing violent or anti-social behaviour. Annually, the Queens Region has a population of about 160 children in care, of which approximately 50 children are in the permanent care of the Director of Child Welfare.

The Authority to investigate and protect children and youth from neglect and abuse comes from the provincial Family and Child Services act. More than 1,000 referrals are received each year. Programs and services include:

- Assessment
- Child Protection
- Children in Care
- Foster Homes
- Adoption
- Visiting Home Makers
- Euston Street, Maple Street and Provincial Adolescent Group Homes

Partner Organizations

- The Family Facility
- The Family Ties Program
- Family preservation Workers
- Parenting Skills Workshops
- Participating on Multi-Agency Service Teams

- Participating with the Best Start Program
- A variety of joint initiatives with the Eastern School District, including Multi-Agency Service Teams and Graduation is for Teen Moms

Indicators

	1999/2000	2000/2001
Child Welfare Services		
Referrals Investigated	914	999
Children in Care (at March 31/2000)	142	150
Adoptions Finalized	14	1
Active Foster Parents	52	73
Family Facility		
Supervised Parent/Child Visits	900	1291
Anger Management Groups	28	N/A
Family Preservation Peer Support Meetings	43	35
Foster Caregiver Support Group Meetings	97	119
Group Homes		
Provincial Group Home Admissions	21	22
Euston Street Group Home Admissions	32	27
Maple Street Group Home Admissions	22	37
Family Ties Program		
Active Cases	261	277
Parenting Programs		
Participants	120	140

Continuing Care

The mission of the Continuing Care Division is to maximize the quality of life of seniors and others through the provision of services which support their health and well-being in the community and in long-term care.

Highlights

- Enhancement of Brecken House Seniors Day Program.
- Comprehensive continuing education program established, including communication sessions and palliative care training program.
- Participation in Provincial Home Care Strategic Review.
- Residential Resource Committee participation to improve coordination among services.

Programs

PRINCE EDWARD HOME

Of the 136 beds located at Prince Edward Home, 85 are for long-term nursing level care for senior residents of the region. These 85 beds provide care for those with cognitive impairment, high medical needs including night cycler dialysis as well as regular long term nursing.

There is a 30 bed unit providing care and programming to the under 60 population of PEI with special needs (eg. Head injured residents, residents with muscular/neurological degenerative diseases).

The remaining 21 beds provide; restorative care for individuals recovering from an acute episode; palliative care for individuals with a terminal illness needing pain/management control; emergency/respite care for families who care for their senior member at home.

BRECKEN HOUSE

Prince Edward Home houses the Brecken House Day Program, a community support program whose aim is to maintain the independence of seniors with declining functional ability. Home Care and Support screens and admits clients most likely to benefit from the programming.

BEACH GROVE HOME

Beach Grove Home has 121 beds providing nursing level care and programming to the senior residents of the Region. Two of these beds provide emergency/respite care for families caring for their senior member at home. One of three units provides safety for residents who have Alzheimer or who are cognitively impaired. In addition, both Beach Grove and the Prince Edward Home provide meals (at food cost) to the non-profit organization Meals on Wheels. The Beach Grove Home also houses Queens Region's haemodialysis program.

PRIVATE NURSING HOMES

In addition to the two government manors, there are several private nursing homes in Queens Region. Access to these beds is coordinated through the placement Committee. The Division also administers the funds for residents requiring subsidization under the Welfare Assistance Act, Part II. The following private licensed nursing homes accept residents subsidized by the Region:

- Garden Home
- PEI Atlantic Baptist Home
- Lennox Nursing Home
- MacMillan Lodge
- Whisperwood Villa

HOME CARE

The goal of Home Care is the prevention of unnecessary, premature or prolonged institutionalization. The Home Care Program provides an appropriate type and level of service that helps individuals to achieve and/or maintain health and personal independence in the community.

Home Care services are provided to individuals based on assessed need, and are intended to supplement the care and support available from family and friends. Programs offered are as follows;

- Home Care Nursing
- Home Dialysis Program
- Visiting Homemakers
- Community Support Services
- Occupational Therapy
- Physiotherapy
- Adult Protection
- Nutritionist Services

Partner Organizations

- Alzheimer's Society
- Seniors Advisory Council
- Veterans Affairs Canada
- Private Nursing Home Association
- Seniors Advisory Group
- Department of Education
- Seniors Active Living Centre

Indicators

	1999/2000	2000/2001
Nursing Homes		
Admissions	196	177
Average Wait	30 Days	22 Days
Palliative Care Admissions	61	61
Convalescent Care Admissions	161	149
Respite Care Admissions	47	N/A
Home Care & Support		
Average Case Load	410	400
Average Number of Visits Per Week	1050	N/A
Brecken House		
Participants	48	46

Community Services

The mission of the Community Services Division is to improve health by providing a broad range of services through community based promotion, prevention, and early intervention, in addition to supportive and treatment services.

Highlights

- Individual and group counseling provided to client who have eating disorders, in partnership with Richmond Centre.
- Four Neighbourhoods Community Health Centre expanded to include physician and nursing services.
- Children's Dental Health Program participation rate at 85%, one of the highest participation rates in Canada.
- Housing Survey shows 96% of respondents are satisfied with the quality of service provided.
- Increased compliance to regulations outlined in Public Health Act.
- Provincial Diabetes Program "Getting Started" Classes initiated.
- Addiction Services programs continue to expand, including Seniors and Family programs, and introduction of expanded Smoking Cessation Program.

Partnerships with Non-Government Organizations

- Canadian Paraplegia Association (PEI Division)
- Pat and The Elephant
- Tremploy
- Queens County Residential Services

Programs

HEALTH PROMOTION PROGRAMS

Family Support

This program provides financial assistance and case management support to families of children with intellectual and physical disabilities.

Community Nutrition

Provides:

- individual nutritional counseling to prenatal women who are experiencing a high risk pregnancy;
- nutritionist service in partnership with mental health counsellors from Richmond Centre to provide individual and group counselling to clients with eating disorders;
- individual counselling for children and adults referred from other teams in Community Services; Child and Family Services; and Income Support; and
- Nutrition Education Sessions as part of pre-natal classes.

Liaison Among Addiction Services, Welfare Assistance, and Child Protection
Provides monitoring and case coordination for common clients of Addiction Services, Welfare Assistance and Child Protection.

Adults with Intellectual Challenges
Assistance to Queens County Residential Services by providing case management responsibility for 60 clients residing in the community, and training in first aid, CPR and non-violent crisis intervention to care providers.

Liaison with Senior High Schools
Piloting and evaluation of a liaison service at Charlottetown Rural, Bluefield and Colonel Gray Senior High Schools. This project provided a resource worker who assisted school personnel in identifying and accessing appropriate health resources.

Indicators

	2000/2001
Family Support Program	
Case Load	117
New Families	9
Community Nutrition	
Prenatal Clients	153
Eating Disorder Clients	17
Other Clients	45
Prenatal Nutrition Classes	17/236 participants

SPEECH AND AUDIOLOGY

Speech Language Pathology
Speech-language pathology's primary target clientele are children and youth; preschoolers are the priority. The frequency of parent education sessions is increasing as staff provide support to parents to work with their own children. Session topics include language delay in young children, fluency, and helping your child speak more clearly.

Support is provided to the Preschool Special Needs Team, specifically for children with physical and cognitive challenges. Referrals for very young children continue to increase.

Service to school age children is primarily assessment and consultation due to the heavy caseloads.

Partners

- Early Childhood Centres
- Eastern School District
- Department of Education
- CHANCES
- Holland College
- Physician/Pediatricians
- Ear, Nose and Throat Physicians
- Pre-School Special Needs Team
- Provincial Autism Team

Indicators

	2000/2001
Students Served in School Program	223
Preschool Referrals	171

Provincial Audiology Program

The audiology program provides assessment, diagnosis and rehabilitation to individuals who have auditory disorders. The main diagnostic facility is located at the Ellis Birt Complex with regional clinics held in the provincial manors located in Summerside, Souris, Montague and Alberton.

Partners

- Early Childhood Centres
- Department of Health & Social Services

Indicators

	1999/2000	2000/2001
Total Client Visits	772	849
Active Caseload	337	375
Pre-Schoolers	123	172
School-Aged	111	91
Adults	103	109
Total Referrals	290	360

PUBLIC HEALTH NURSING

The objectives of Public Health Nursing programs are to provide health-related services that are equally accessible to all Islanders; services that will prevent the outbreak of and consequences of communicable and social diseases; services for the early detection and prevention of illness; and health education programs for the promotion of health and healthy lifestyles.

- PEI Reproductive Care Program Inc.
- Child Health, School and Preschool Health
- Communicable Disease Control:
  - Immunization
  - Sexually Transmitted Diseases
  - Gastrointestinal Infections
- Health Promotion and Illness Prevention
- Provincial Diabetes Program
- Heart Health Program
- Family Life Program

Partners

- C.H.A.N.C.E.S.
- Human Resources Development Canada
- Justice Canada
- National Crime Prevention Centre

Indicators

	1999/2000	2000/2001
Breast Feeding Clients	657	970
Reproductive Care Clients	194	192
Prenatal Class Participants	747	787
Infants and Preschoolers Assessed	4188	5874
Immunizations	10266	11154
Post-Partum Visits	1599	1979
School Aged Visits	11160	12671
Cardiac Follow-Up Visits	139	215
Health Promotion Presentations	N/A	141
Preschool Assessments	781	758

Best Start Program ▸ ***Universal Screens*** ▸ ***Families Referred***	 ▸581 ▸61	 ▸628 ▸63
Provincial Diabetes Program ***Children Diagnosed***	15	12
Gestational	27	30
Living Well with Diabetes Program Participants	473	390

ADDICTION SERVICES

Chemical dependency is a primary disease. In treating chemical dependency, the program strives to provide client centred treatment by providing options which enable the client to meet their individual needs. Emphasis is placed on holistic treatment focussing on physical, mental, spiritual, and social aspects of recovery.

- Shelter Unit
- Detoxification Unit (Detox Unit) - *Provincial Program*
- Rehabilitation Services
- Aftercare
  - Adult
  - Family Care
- Extended Care
  - Talbot House
  - Lacey Residence
- Adolescent Services
- Early intervention Programming
- Intervention Program
- Intensive Adolescent Treatment
- Residential Adolescent Treatment
- Aftercare - Adolescent
- Children of Alcoholics Program
- Employee Assistance Services

Partners

- Eastern School Board
- Homewood Health Centre
- Metro Drug Dependency, Halifax

Indicators

	1999/2000	2000/2001
Rehabilitation Clients	127	100
Counselling Sessions	878	1426
Community Referrals	302	247
After Care Clients	112	132
Detoxification Clients	687	▸Inpatient: 619 ▸Outpatient: 168
Lacey House Admissions	26	28
Talbot House Admissions	59	77
Shelter Unit Admissions	985	900
Youth Program Participants	539	348
Youth Program Individual Counselling Sessions	428	185
Schools Participating in Student Assistance Program	16	20
Family Program Participants	255	894
Family Counselling Sessions	216	262 (this number represents actual participants)
Family Detox Session Participants	608	495

DENTAL HEALTH - *Provincial Program*

The purpose of the Dental Division is to assist Islanders to achieve and maintain good dental health. Major activities include:

- Children's Dental Care Program
- Long Term Care Facilities Dental Program
- Early Childhood Dental Initiatives
- Preventive Orthodontic Program

- Cleft Palate Orthodontic Treatment Funding Program

Partners

- Eastern and Western School Boards

Indicators

	1999/2000	2000/2001
Children Served	17988	17482
Utilization Rate	69%	69%
Dental Screenings at Long-Term Care Facilities	886	1002
Percentage of Children Aged 12 and 13 Who Have Not Experienced Tooth Decay	64%	65%
Children Registered with Orthodontic Clinic	516	513
Children 15 - 18 Months Seen Under Early Childhood Dental Initiative	600	778

ENVIRONMENTAL HEALTH - *Provincial Program*

The mandate of Environmental Health is to promote and establish, through education, consultation and inspection, standards which are in keeping with the Public Health Act of Prince Edward Island and its regulations.

- Food Protection
- Occupational Health
- Recreational/Institutional Program
- Accommodations
- Environmental Health
- Education and Consultation Program
- Radiation Protection Services Program
- Tobacco Sales to Minors

Partners

- Food Service Industry
- Lung Association
- Department of Environment

- Tourism Industry Association of Prince Edward Island

Indicators

	1999/2000	2000/2001
Food and Water Illness Prevention Courses	11	11
Food Service Facility Inspections	1600	1500
Environmental Health Investigations	330	299
Swimming Pool Inspections	89	87
Indoor Air Quality Analysis	125	142
Childcare Facility Inspections	134	134
Tobacco Sales to Minors Investigations	1559	1293

HOUSING SERVICES

Objectives:

- To provide quality services;
- To support independent living wherever possible and feasible;
- To coordinate and/or provide accessible, affordable, and appropriate housing; and
- To assist communities in meeting their health and social support needs.

Programs:

- Senior Citizens Housing
- Garden Suite Demonstration Project
- Family Housing
- Rent Supplement (Families)
- Emergency Home Repair Program
- Rural Mortgage Lending Support
- Second Mortgage Loan Program
- Rural Community Housing Program
- Rural and Native Housing Program
- Social Housing
- Helping Hands for Seniors

Partners

- Department of Health and Social Services
- Canada Mortgage and Housing Corporation
- PEI Senior Citizens Federation
- Fire Departments in the Queens Region
- Victim Services
- Anderson House

Indicators

	1999/2000	2000/2001
Senior Housing Units	541	532
Applications for Seniors Housing	582 (Active and Inactive)	151 (Active)
Seniors Housing Vacancies	81	92
Maintenance Calls by Staff	1591	1596
Seniors Assisted Through Helping Hands Program	27	31
Family Housing Units	176	190
Applications for Family Housing	390	550
Vacancies	27	23
Applications for Repairs Approved	22 (total cost: $19,839)	23 (total cost: $20,544)

FOUR NEIGHBOURHOODS COMMUNITY HEALTH CENTRE

The Community Health Centre mission is to work with our community to develop skills, partnerships and resources that will enable citizens to identify and achieve their health goals.

The Community Health Centre priorities are:

- Families with children aged 0-6 years
- Families with teens
- Seniors
- Community

The Community Health Centre (CHC) is a health service that focuses on health promotion, illness prevention, and health education to support individuals and communities in achieving healthier

lifestyles. Some of our health education activities include: seminars, production and distribution of printed materials, presentations and discussions related to healthy lifestyle choices such as nutrition, exercise, safety, healthy ways to deal with stress, sun sense, reducing your risk of developing cancer and cardiovascular disease, and many others.

Partners

- UPEI School of Nursing
- Charlottetown Civic Centre
- Heart & Stroke Foundation
- PEI Arthritis Society
- Canadian Cancer Society
- Trailfest; Active Living PEI
- Canadian Mental Health Association
- Fibromyalgia Support Group
- Thyroid Foundation
- Prostate Cancer Support Group
- La Leche League
- Lupis Association

Indicators

	2000/2001
Caregiver & Tot Drop In	Average 25 participants in 75 sessions
Trailblazer Walking Club	Average 6 participants in 120 sessions
Breastfeeding Support Group	Average 6 participants in 39 sessions
Roots of Empathy	25 participants in 14 sessions
Parenting Sessions	Average 18 participants in 18 sessions
Professional and Community Groups Using Facility	
GIFT Program; CPR Courses; Prenatal Classes; Footcare Clinics; Thyroid Foundation; Prostate Cancer Support Group; Rheumatoid Arthritis; Fibromyalgia Support; Heart to Heart; Richmond Centre; La Leche League	Average 160 participants in 213 sessions.
Community Group Activities	
March Break Camp; Crafts; Halloween Party; Garden Tour; Yard Sale; Seniors Movie; etc.	Approximately 670 participants in 15 events

Income Support

The mission of Income Support is to support the health of Islanders by providing quality services and promoting health in partnership with Islanders through the provision of basic needs and an

employment based framework to continue to promote self-sufficiency and community involvement.

Highlights

- Promoted client self-sufficiency through education sessions and early intervention programs.
- Continued expansion of partnerships with community organizations, associations, private businesses and other government agencies.

Programs

FINANCIAL ASSISTANCE PROGRAM

Financial Assistance is a financial (cash benefit) program for an individual (family) who is unable to provide for their basic necessities or meet special emergency situations of need for physical, mental, social, economic or other reasons.

- Medications
- Rehabilitation Training
- Medical, Dental, Optical Needs
- Special Needs
- Funerals
- Cash and Material Benefits (Financial Assistance)
- Housing rehabilitation
- Adult Respite Care
- Rehabilitation
- Day Care Subsidy

JOB CREATION/EMPLOYMENT ENHANCEMENT PROGRAM

The Job Creation, Employment Enhancement Unit is mandated by the Queens Region to work with financial assistance clients. The purpose of this work is to enter individuals into employment, reduce or eliminate the need for financial assistance. Services include:

- E.I. Outreach - Active receipt of Financial Assistance and Employment Insurance (EI) or EI claim in the last year.
- Employment Assistance for People with Disabilities (EAPD) - Assists disabled persons to overcome barriers to employment.
- Assessment Services - Post secondary, upgrading, career development, educational assessments/skill training plans, employability assessments, career planning, testing, literacy.
- Job Creation Program (JCP) - Clients who are work ready and/or require a subsidy to obtain work.
- Employment Preparation - Getting clients ready to work. Resume writing, cover letter writing, networking, employer contact skills, interview skills.
- Job Focus - Individuals who are read to go to work but who need help in their job search.
- Targeted Wage Subsidy - For clients who have an active EI claim or who have had an active claim within the last three years.
- Partners in Employment - Job maintenance and life skills training for clients between the ages of 18-29.

Partnerships

- Department of Education
- Human Resources Development Canada
- CHANCES
- Holland College
- Tremploy
- Addiction Services
- Queens County Residential Services, Inc.
- QEH Social Work Department
- Queen Elizabeth Hospital
- Best Start Program
- Four Neighbourhoods CHC
- Child and Family Services
- Home Care and Support
- Lacey House
- Talbot House
- Community Mental Health
- Richmond Centre
- Pownal House
- Anderson House
- Newcomers to Canada Association
- Job Creation Program (JCP)
- Adult Education Services
- Housing
- CAP sites (Community Access Program)
- Senior Services
- Meals-on-Wheels
- Pat and the Elephant
- ALERT
- Welfare Assistance Working Committee
- Southern Kings Health
- Eastern Kings Health
- West Prince Health
- East Prince Health
- Family Support Orders Program
- Maintenance Enforcement
- Private Businesses
- Employment Enhancement
- Youth Initiative Employment Project
- Residential Resource Committee
- McGill Centre
- Family Support Program
- Brecken House
- Child Care Subsidy Program
- PEI Literacy Alliance
- Spell Read Canada Inc.
- Career Bridges
- Native Council
- Immigration
- Employability Assistance for People with Disabilities
- Public Trustee
- Human Rights Commission
- Rentalsman
- Auditor General's Office
- Hillsborough Hospital
- Prince Edward Home
- Boys and Girls Club of Charlottetown
- Adventure Group
- Local Church Groups
- Fitzroy Centre
- Council of the Disabled
- Acute Care
- Continuing Care
- MAPS (Multi-Action Planning Session)
- Association for Community Living

Indicators

	1999/2000	2000/2001

Job Creation Program		
Employers	110	132
Placements	460	405
Science, Technology and Culture Summer Program Participants	15	12
Employment Training Programs		
Employment Preparation Session Participants	Approximately 60	171
Single Mother Program Participants	10	24
EI Outreach (Employability Program for Financial Assistance and Employment Insurance Clients)		
Clients Referred	325	Approximately 260
Interventions in Areas such as Career Decision Making and Skill Enhancement	265	451
Clients Employed	128	155

Provincial Pharmacy

The Provincial Pharmacy provides services to clients who are on social assistance; in government manors; in subsidized beds in private nursing homes; other clients in the community; and clients who access service via the public health disease specific programs.

Mission: Assisting Islanders in maintaining and improving their health by providing quality pharmacy services to clients as well as health and community services agencies through the dispensing of medications, education and consultation services, program administration and the purchasing of drugs.

Highlights

- Social Assistance and Oral Diabetes Program now delivered by community pharmacies, enabling access seven days a week.
- Planning around improving service delivery to government manors began.

***Program Descriptions** - Provincial Programs*

Program delivery is a combination of:

- Community Pharmacies
- Hospitals
- Provincial Pharmacy

COMMUNITY PHARMACIES

- Seniors Drug Cost Assistance Plan - DCAP
- Welfare Assistance Program
- Retail Monitor Dose
- Diabetes Control Program
- MS Program
- Family Health Benefit Program

PROVINCIAL PHARMACY

- Institutional Pharmacy Program
- Aids Program
- Cyclosporin Drug Program
- Cystic Fibrosis Program
- Growth Hormone Program
- Phenylketonuria Program
- Rhematic Fever Program
- Tuberculosis Program
- Sexually Transmitted Diseases Program
- Community Mental Health Program
- Nutrition Services Program
- Intron A Program
- Hepatitis
- Immunization Program
- Immune Serum Globulin Program

HOSPITALS

- Eprex Program
- Rh (d) Immune Globulin Program

- Rabies Vaccine and Rabies Immune Globulin Program

Partnerships

- Pharmacy Board
- Pharmacy Association
- Diabetes Education Centre
- East Prince Health
- West Prince Health
- Southern Kings Health
- Eastern Kings Health
- Addictions
- Corrections
- Government Manors
- Community Pharmacies
- Private Nursing Homes
- Community Care Facilities
- Community Mental Health
- Social Services

Indicators

	1999/2000	2000/2001
Seniors Drug Program		
Clients	12444	12955
Prescriptions Filled	160681	170571
Family Health Benefits		
Clients	223	321
Prescriptions Filled	977	1752
MS Program		
Clients	39	53
Prescriptions Filled	324	450

CORPORATE DIVISIONS

Human Resources

The mission of the Human Resources Division is to develop and implement policies, programs and benefits that will enable us to recruit, retain and sustain a highly qualified workforce and create quality of work life that will promote the overall objectives of the Queens Region.

The Human Resource Division assists the managers of Queens Region in anticipating and responding to the human resource needs of a constantly changing work environment to ensure delivery of quality health care services. We serve management and staff in the development, implementation and evaluation of comprehensive human resource systems relating to hiring, retention, compensation and benefits, training, library and informational services, workplace health and safety, and employment relations.

Programs and services include:

- ensuring the recruitment, selection and promotion of qualified staff to meet regional service needs in accordance with collective and other agreements
- interpreting and administering collective agreements and other employment contacts
- preparing statistical data and analysis of our workforce and implementing strategies to ensure our future workforce
- developing and implementing regional HR policies and procedures
- providing expert advice and assistance on HR issues
- participating in inter-regional and provincial HR planning and Collective Bargaining processes
- participating in the delivery, management and evaluation of benefit and pension plans
- supporting, developing and implementing programs to enhance employee health
- promoting and providing on-going personal and professional development
- maintaining and providing information on our human resources

Statistics for 2000/2001

Nursing Includes RNs, LNAs, RCWs in hospitals, nursing homes and community programs	
New Permanent	48
New Casual/Temporary	121
Retirements/Other Departures	47
Social and Community Programs Includes Social Workers, Social Services Workers, etc.	
New Permanent	7
New Casual/Temporary	52

Retirements/Other Departures	15
Management Includes Directors, Managers and Supervisors	
New Permanent	3
New Casual/Temporary	0
Retirements/Other Departures	6
Other Health Providers Includes Therapists, Technologists, Dieticians, etc.	
New Permanent	9
New Casual/Temporary	29
Retirements/Other Departures	9
Support Staff Includes Clerks, Secretaries, Service Workers, Trades, Computer Services, etc.	
New Permanent	26
New Casual/Temporary	87
Retirements/Other Departures	29

Finance And Corporate Services

Finance and Information Technology

The mission of Finance and Information Technology is to provide leadership in financial and information technology to all staff and management in the Queens Region to assure the efficient and effective use of resources and to enable informed decision making.

The clients of Finance and Information Technology Services are the CEO, Board, managers & directors in the region, other staff of the region and department, and regional suppliers.

Environmental Services

The mission of Environmental Services is to provide a safe, clean environment and required laundry services within available resources.

Environmental Services provides services to the managers, staff, physicians, volunteers and programs of the Queens Region. Environmental Services cleans approximately 570,000 feet of floor surface each day, and processes over 2.5 million pounds of laundry each year.

Facilities Management

The mission of Facilities Management is to efficiently operate and maintain equipment to assure a safe and comfortable environment.

Facilities Management provides services to the managers, staff, physicians, volunteers and programs of the Queens Region as well as some specialized services to other regions. Facilities Management also sees its role as providing for the needs of patients, clients, and their families.

Program Support and Planning

The mission of Program Support and Planning is to provide leadership, consultation and support to Queens Region Health and the community it serves to assure effective, efficient, client focussed services.

We achieve this by:

- supporting, developing and evaluating quality programs
- promoting effective communication with the organization and community
- supporting the development and monitoring of strategic plans and operational plans
- coordinating and integrating programs within the region, community and other systems
- report writing; facilitation; problem solving; education/training; and strategy development

The division provides the necessary foundation to improve integration across the continuum of client care to respond to an increased need for accountability, leadership, direction and support.

The Program Support and Planning Division provides support to the CEO, Senior Management, Board, managers and supervisors, staff, the community, volunteers, and programs.

Activities:

- Program Integration
- Communications
- Quality Improvement
- Program Evaluation
- Community Development Support
- Strategic Planning

PRICEWATERHOUSECOOPERS

Queens Region Health and Community Services

Financial Statements
March 31, 2001

PRICEWATERHOUSECOOPERS

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June 21, 2001

Auditors' Report

To the Members of
Queens Region Health and Community Services

We have audited the statement of financial position of **Queens Region Health and Community Services** as at March 31, 2001 and the statements of revenue and expenditures and unappropriated equity, revenue and expenditures and appropriated equity, cash flows and tangible capital assets for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of Queens Region Health and Community Services as at March 31, 2001 and the results of its operations and its cash flows for the year then ended in accordance with Canadian public sector accounting recommendations.

PricewaterhouseCoopers LLP

Chartered Accountants

PricewaterhouseCoopers LLP is a Canadian member firm of PricewaterhouseCoopers International Limited, an English company limited by guarantee.

Queens Region Health and Community Services

Statement of Financial Position

As at March 31, 2001

	2001 $	2000 $
Assets		
Current assets		
Cash	181,512	860,397
Accounts receivable (note 3)	3,421,677	2,705,301
Due from Province of Prince Edward Island Department of Health and Social Services	10,700,040	11,828,652
Prepaid expenses	1,801,397	1,298,610
	16,104,626	16,692,960
Assets held in trust	134,711	90,218
Appropriated assets	188,986	167,720
	16,428,323	16,950,898
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	8,361,735	9,548,331
Accrued vacation pay and retiring allowances	7,316,069	7,031,676
Deferred revenue	426,822	112,953
	16,104,626	16,692,960
Assets held in trust	134,711	90,218
	16,239,337	16,783,178
Surplus		
Appropriated equity		
Restricted Fund	188,986	167,720
Unappropriated equity	-	-
	188,986	167,720
	16,428,323	16,950,898

Approved by the Board of Directors

_____ Director

_____ Director

PRICEWATERHOUSECOOPERS

Queens Region Health and Community Services

Statement of Revenue and Expenditures and Unappropriated Equity

For the year ended March 31, 2001

	Regional Programs $	Assigned Programs $	2001 Total $	2000 Total $
Revenue				
Contributions – P.E.I. Department of Health & Social Services (note 2)	133,936,675	17,183,852	151,120,527	142,516,659
Patient/client fees	2,698,496	-	2,698,496	3,001,844
Other income (note 3)	2,946,179	-	2,946,179	2,613,750
	139,581,350	17,183,852	156,765,202	148,132,253
Expenditures				
Acute care/mental health division				
Hospital services (note 3)	66,078,724	-	66,078,724	62,965,698
Mental health	11,008,900	-	11,008,900	10,673,131
Child and family services division	6,831,784	-	6,831,784	6,004,198
Income support division				
Income support program	21,763,643	-	21,763,643	22,982,846
Job creation program	1,320,705	-	1,320,705	1,368,034
Community services division				
Addiction services	3,319,702	-	3,319,702	2,710,434
Housing	1,876,356	-	1,876,356	1,745,910
Public health nursing	1,182,607	-	1,182,607	1,086,220
Funding to non-government organizations	2,805,790	-	2,805,790	2,029,400
Community services programs	1,689,466	-	1,689,466	1,508,532
Continuing care division	20,694,898	-	20,694,898	19,292,688
Administration	1,008,775	-	1,008,775	885,320
Assigned programs				
Dental public health	-	2,270,975	2,270,975	2,134,013
Provincial pharmacy	-	14,511,340	14,511,340	12,349,852
Environmental health	-	401,537	401,537	395,977
	139,581,350	17,183,852	156,765,202	148,132,253
Excess revenue for the year	-	-	-	-
Unappropriated equity – Beginning of year			-	-
Unappropriated equity – End of year			-	-

PRICEWATERHOUSECOOPERS

Queens Region Health and Community Services

Statement of Revenue and Expenditures and Appropriated Equity

For the year ended March 31, 2001

	2001 $	2000 $
Restricted Fund		
Revenue		
Donations	62,532	38,065
Interest	10,570	7,636
	73,102	45,701
Expenditures		
Resident activities	51,836	45,945
Excess revenue (expenditures) for the year	21,266	(244)
Restricted Fund equity – Beginning of year	167,720	167,964
Restricted Fund equity – End of year	188,986	167,720

Queens Region Health and Community Services

Statement of Cash Flows

For the year ended March 31, 2001

	2001 $	2000 $
Cash provided by (used in)		
Operating activities		
Excess revenue (expenditures) for the year – operating fund	-	-
– restricted fund	21,266	(244)
	21,266	(244)
Net change in non-cash working capital items		
– decrease (increase) in accounts receivable	(716,376)	420,805
– decrease in due from Province of P.E.I. Department of Health and Social Services	1,128,612	976,887
– increase in prepaid expenses	(502,787)	(702,966)
– decrease in accounts payable and accrued liabilities	(1,186,596)	(2,937,805)
– increase in accrued vacation pay and retiring allowances	284,393	774,686
– increase (decrease) in deferred revenue	313,869	(146,907)
	(678,885)	(1,615,300)
	(657,619)	(1,615,544)
Investing activity		
Decrease (increase) in appropriated assets	(21,266)	244
Decrease in cash	(678,885)	(1,615,300)
Cash – Beginning of year	860,397	2,475,697
Cash – End of year	181,512	860,397

Queens Region Health and Community Services

Statement of Tangible Capital Assets

For the year ended March 31, 2001

				2001	2000
	Land and Improvements $	Buildings $	Equipment $	Total $	Total $
Cost of tangible capital assets					
Opening cost	554,007	44,641,977	29,367,572	74,563,556	72,691,722
Additions during the year	-	-	1,998,324	1,998,324	1,871,834
Closing cost	554,007	44,641,977	31,365,896	76,561,880	74,563,556
Accumulated amortization					
Opening accumulated amortization	20,420	19,291,177	12,505,439	31,817,036	29,869,177
Add: Amortization	2,918	1,117,722	952,114	2,072,754	1,947,859
Closing accumulated amortization	23,338	20,408,899	13,457,553	33,889,790	31,817,036
Net carrying amount of tangible capital assets	530,669	24,233,078	17,908,343	42,672,090	42,746,520

1 Summary of significant accounting policies

Basis of accounting

Queens Region Health and Community Services follows the accounting recommendations of the Public Sector Accounting Board of The Canadian Institute of Chartered Accountants.

Basis of presentation

Queens Region Health and Community Services operates five divisions: acute care/mental health, child and family services, income support, community services and continuing care.

In addition to regional programs, the Prince Edward Island Department of Health and Social Services assigned to Queens Region Health and Community Services the management of three provincial programs – dental public health, provincial pharmacy and environmental health.

Included in the acute care/mental health division are the following services:

- Queen Elizabeth Hospital
- Hillsborough Hospital
- Sherwood Home
- Community Mental Health

Included in the income support division are the following services:

- Income support programs
- Job creation program

Included in the community services division are the following services:

- Addiction services
- Housing
- Public health nursing
- Speech program
- Audiology program
- Contributions to non-government organizations
- Community services program

Included in the continuing care division are the following services:

- Beach Grove Home
- Prince Edward Home
- Contributions to private nursing homes
- Home care and support

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These financial statements do not include the assets, liabilities and activities of the Region's related organizations, Queen Elizabeth Hospital Foundation Inc. and Queen Elizabeth Hospital Auxiliary Inc.

Restricted Fund

Several institutions in Queens Region Health and Community Services have funds that are subject to certain restrictions. All such funds were formed for the purpose of benefiting the residents of the institutions.

The following funds are included in the Restricted Fund on the financial statements:

- Beach Grove Home Memorial fund
- Hillsborough Hospital Memorial fund
- Prince Edward Home Memorial fund
- Prince Edward Island Palliative Care fund

Interest earned on these funds has also been designated for the purpose of benefiting the residents and is included in interest income of the Restricted Fund.

Financial support overpayments

Financial support overpayments are recorded as receivable when identified, with a full provision as a doubtful account. Recoveries of financial support overpayments are recorded as a reduction to financial support expenditures when received.

Assets held in trust

Certain institutions provide a safekeeping for residents' monies, which are primarily held in bank accounts or Province of Prince Edward Island deposits.

Tangible capital assets

Capital assets are recorded at cost on the Statement of Tangible Capital Assets. Amortization of capital assets is recorded on the Statement of Tangible Capital Assets using the straight-line method at the annual rate of 10% for land improvements, 2.5% for buildings and 6.25% for equipment.

Capital assets purchased in the year are expensed on the Statement of Revenue and Expenditures and Unappropriated Equity.

Many of the services provided through the Queens Region Health and Community Services are located in properties owned directly or indirectly by the Province of Prince Edward Island. Agreement has been reached with the Province for the Region to use these properties at no rental charge.

Management estimates

The presentation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosure of contingent liabilities at the date of the financial statements and the reported amounts of revenues and expenditures during the reported period. Actual results could differ from those reported.

Fair value of financial instruments

The financial instruments of the Region include accounts receivable, due from Province of Prince Edward Island Department of Health and Social Services, assets held in trust, appropriated assets, accounts payable and accrued liabilities, and accrued vacation pay and retiring allowances.

The Region has evaluated the fair value of its financial instruments based on the current interest rate environment, market values and the actual prices of financial instruments with similar terms. The carrying value of financial instruments is considered to approximate fair value.

2 Contributions – Prince Edward Island Department of Health and Social Services

	2001			2000
	Regional Programs $	Assigned Programs $	Total $	Total $
Operating	133,619,515	17,183,852	150,803,367	142,516,659
Radiology Information System	317,160	-	317,160	-
	133,936,675	17,183,852	151,120,527	142,516,659

3 Related party transactions

Accounts receivable includes $326,770 (2000 - $409,095) from the Queen Elizabeth Hospital Foundation Inc. for equipment purchases. Other income includes donations from the Queen Elizabeth Hospital Foundation Inc. for equipment purchases of $1,366,215 (2000 - $881,502). These purchases are included in hospital services expense.